



# **TRICARE Area Office Europe Overview**

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Director, Remote Site Healthcare  
TRICARE Area Office Europe



# TRICARE Europe Area of Responsibility (AOR)



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# TAO-E Mission and Vision

- **Mission** - Ensure accessible, quality health services through administration of a coordinated, cost effective multi-service health plan for all entrusted to our care.
- **Vision** – To be the most valued resource for health services throughout Europe, Africa, and the Middle East.



# Roles and Responsibilities

- TAOs – We “manage the health plan”
  - Purchased care system
  - Quality and accessible health care
- MTFs – Direct Care and surrounding Preferred Provider Networks
- TGRO – Coordination and management with International SOS
- New and improved health plan



# Governance

- TRICARE Management Activity (TMA)
- Executive Steering Committee (ESC)
  - Director, TAO-E
  - EUCOM Surgeon
  - Component Surgeons
  - 1 MTF Commander Representative from each Service
  - 1 Dental Representative



# Facts & Figures

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|   | <u>2006</u>    | <u>2008</u>    |
|---|----------------|----------------|
| • Eligible Beneficiaries:                   | <b>261,556</b> | <b>234,143</b> |
| • Enrolled in Prime:                        | <b>217,592</b> | <b>180,184</b> |
| • Retirees & Dependents<br><b>35,802</b>    |                | <b>36,820</b>  |
| • MTFs in AOR                               | <b>45</b>      | <b>37</b>      |
| • TGRO Locations                            |                | <b>131</b>     |
| • TGRO Beneficiaries                        | <b>7,236</b>   | <b>7,605</b>   |
| • TGRO Outreach Beneficiaries<br><b>639</b> |                | <b>590</b>     |



Source: M2, Internal Remote Site Records  
Date: Eligible enrolled Sept07/ Aug08

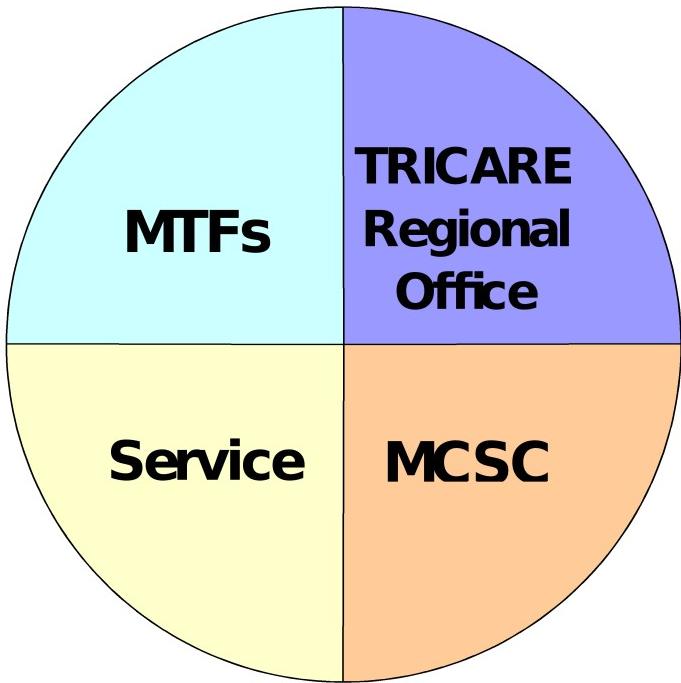


# TRICARE Global Remote Overseas



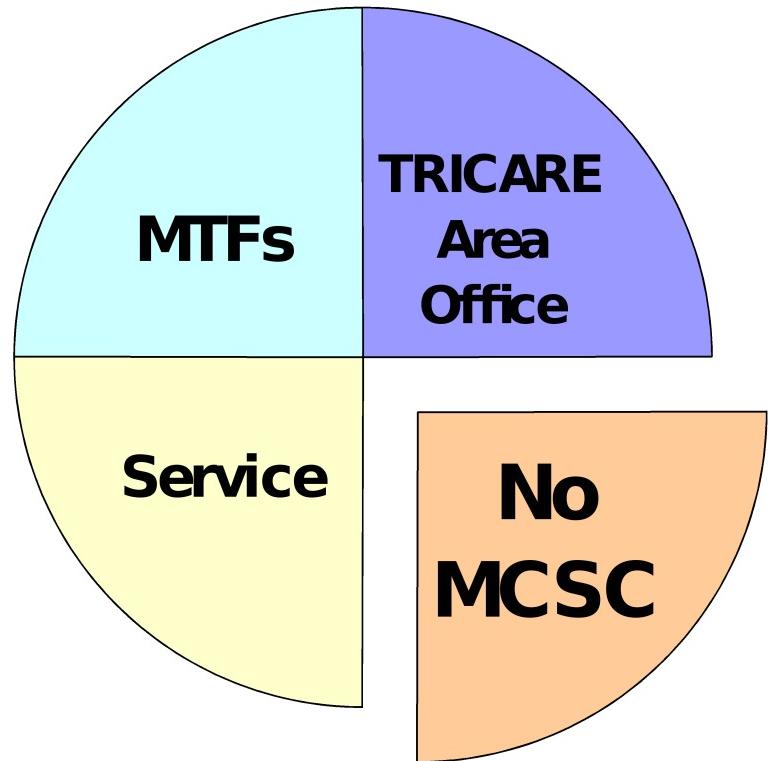
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# ***TRICARE Area Office performs many of the MCSC roles***



**CONU**

**S**



**OVERSEAS**

# **TRICARE Area Office-Europe Structure and Functions**



But first, a  
tour through  
the office...







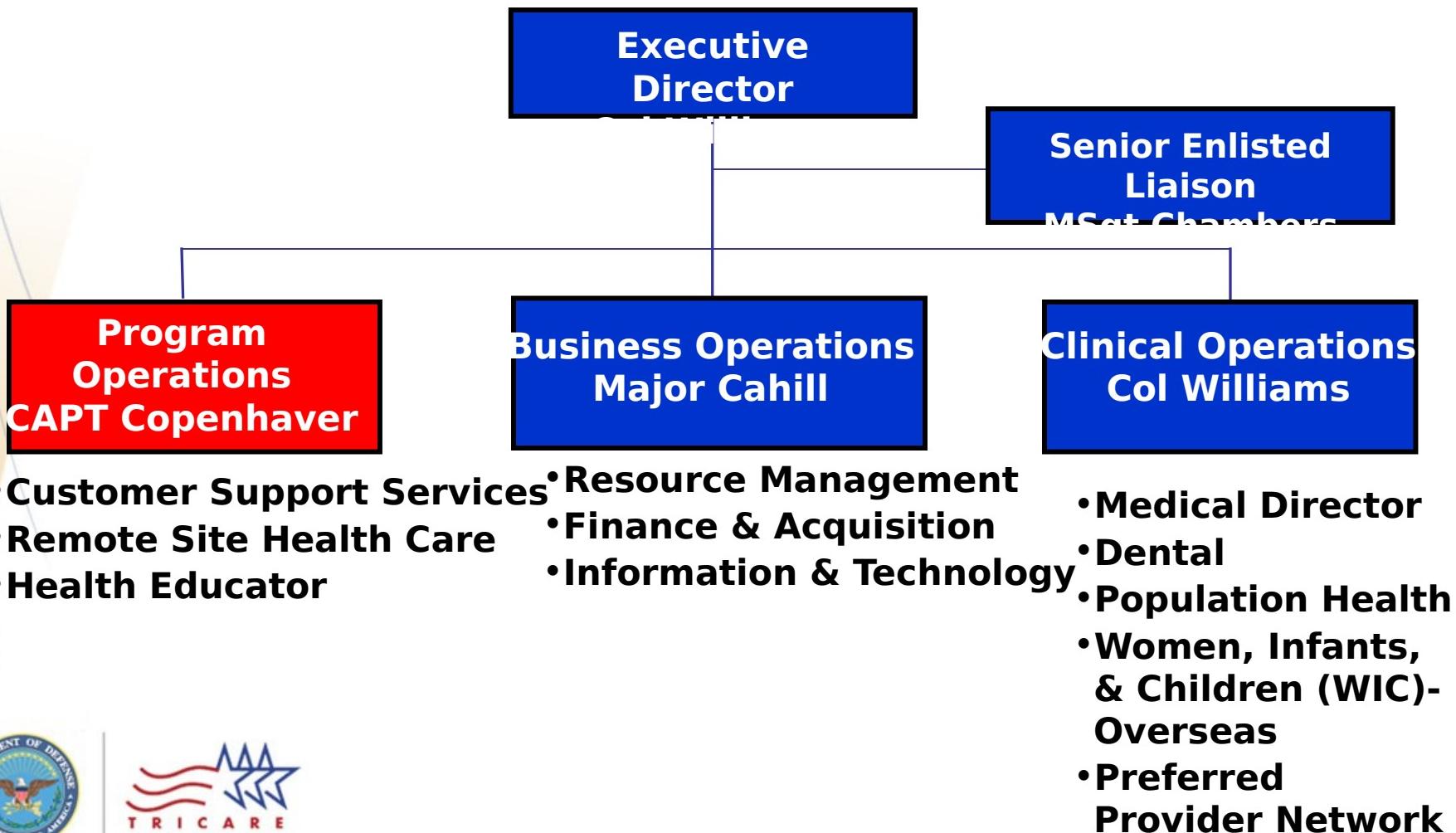


**←EXIT**



TRI

# TRICARE Area Office - Europe



# Executive Office





Col Williams







MSgt Chambers

# Program Operations



# CAPT Copenhaver



# **Program Operations**

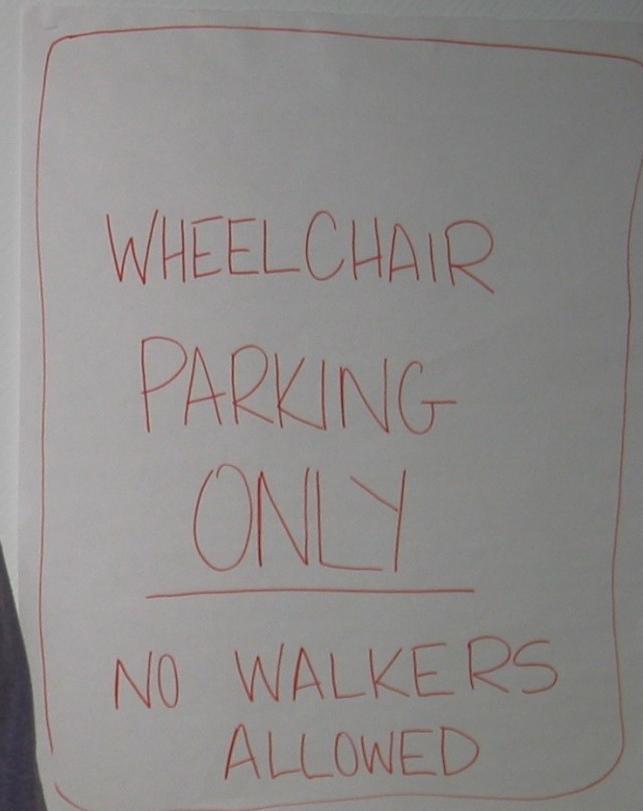
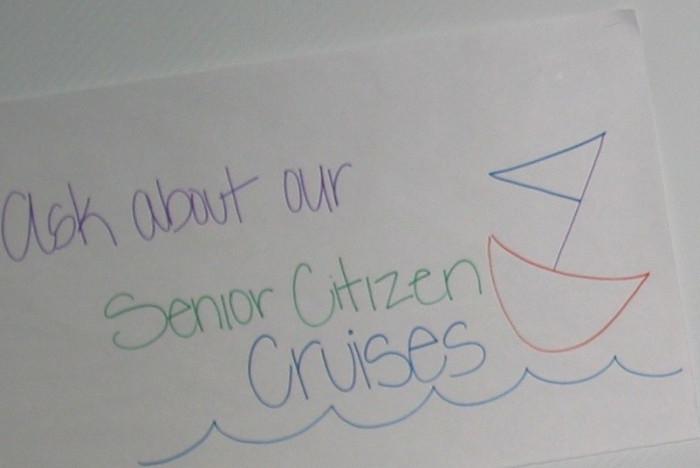
## **• Division**

- Customer Support Services

- Five staff members (1 LN, 4 CN)
- MTF Medical Service Coordinators and Central TRICARE Service Center (Enrollments contract)
- Beneficiary counseling and MTF assistance
- Claims processing issues
- Benefit and policy interpretation/input
- Training



# Uli Engel



# Kathy Roskosky



# Harriett Bryant



# Chadsidy Sanders



# Nohemi Parron



# Judith Banos



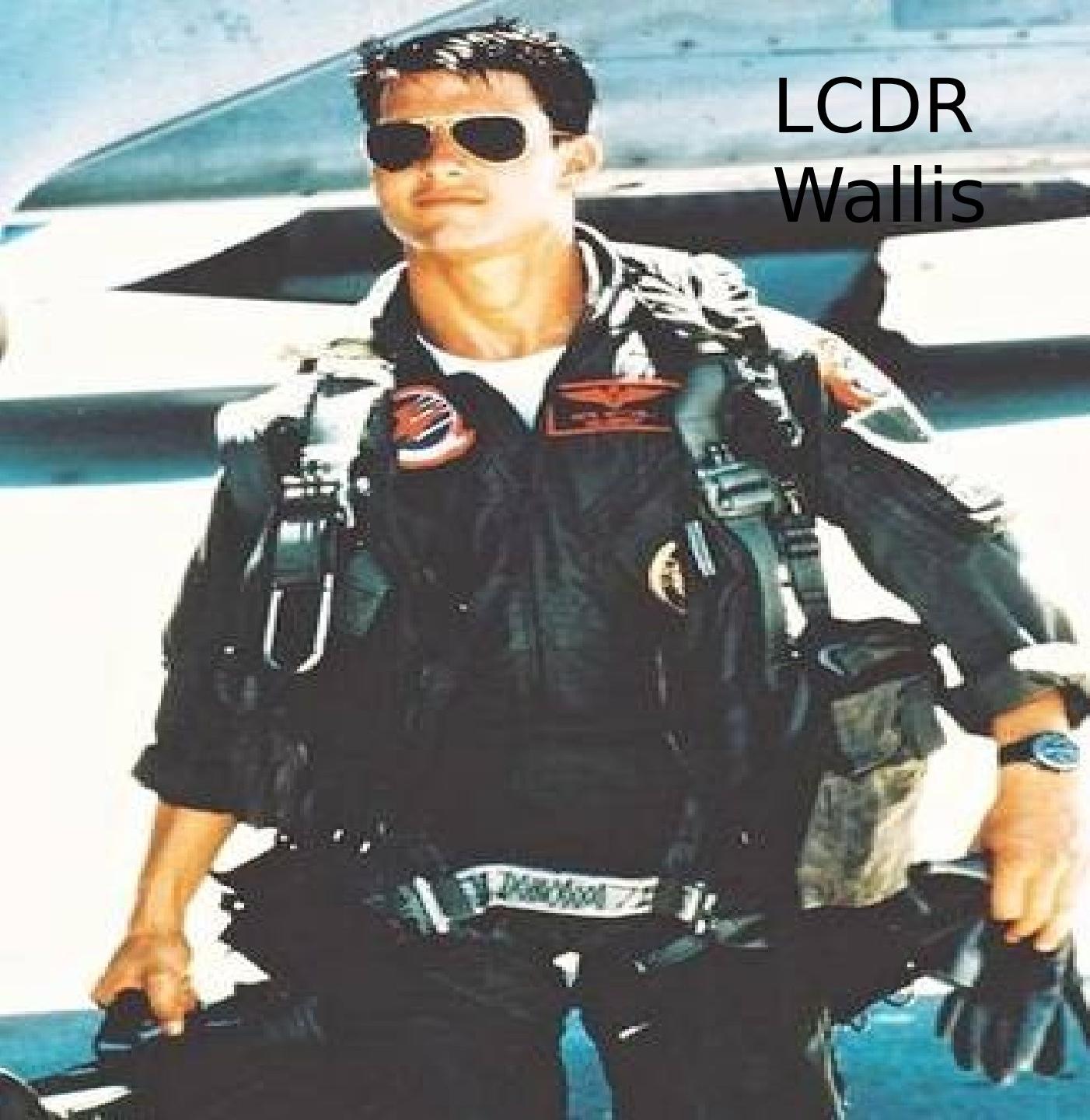
# Program Operations Division

- Remote Site Program
  - Two staff members (1 AD, 1 LN)
  - TRICARE Global Remote Overseas (TGRO) program management
  - TGRO Outreach site support
  - Point-of-Contact program and training
- Health Educator
  - One staff member (GS)
  - Beneficiary Education
  - Marketing



Waldemar  
Pustul





A color photograph of LCDR Wallis, a man with short dark hair wearing sunglasses and a flight suit. He is standing outdoors, possibly on a boat, with a bright sky and water in the background. He is looking slightly to his left.

LCDR  
Wallis





Muriel Metcalf

# **Business Operations**



# Business Operations Division

- Finance and Acquisition
  - Staff of three (1AD, 2 LN)
  - Resource management
  - Personnel Administration
  - Contract administration
- Information Management
  - Network administration
  - Application development
  - Metrics & Data analyses



# MAJ Cahill



# GO NAVY BEAT ARMY



# Domenico Maddaloni





Ken  
Gulli



Maj Jacob Van  
Sant





# Ray Holder

Dan  
Horn



Chris  
Overly



# Clinical Operations



# Clinical Operations Division

- Case Management
  - Preauthorization for Inpatient Mental Health
  - Preauthorization for Morbid Obesity and Plastic Surgery
- PPN/Partnerships
- WIC-O
- Nurse Advice Line
- Host Nation Quality Program
- Dental Program





LT Westrum





# Ann Milroy



Dr.  
Corman



Dr.  
Schad



# April Parsells



# Sharon Brace



Darth  
Vader

Prince of  
Darkness

Martin  
Hollingsworth



# Overseas Health care challenges

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- Health systems vary in each country
  - Private Medicine vs. Socialized Medicine
- No standardization for accreditation
  - Quality standards are subjective
- TRICARE pays billed charges
  - “Reasonable Costs”
  - PPP payment parity
  - Fraud





**Your Passport to  
Quality Health**